CITY OF WEST LINN

JOB DESCRIPTION

Job Title: NETWORK AND COMPUTER SYSTEMS ADMINISTRATOR

GENERAL FUNCTION:

Position has direct responsibility for the administration of the City's entire network including all networks, systems, applications, databases, and telecommunication hardware, software and infrastructure. This position which reports directly to the Chief Technology Officer (CTO), will receive task assignments, coordination, and supervision from the CTO. The Network and computer systems administrator may assign tasks and coordinate work flow to the Network and Systems Technician (NST).

DUTIES AND RESPONSIBILITIES:

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

1. Contributes to a positive work environment.

2. Performs administrative functions for the entire City network and all associated technology hardware systems, applications, databases, and telecommunication hardware, software, and infrastructure; including:

   a. Network Security & Network Transportation Systems
      a. Manages and maintains all perimeter WAN hardware
      b. Maintains & establishes WAN connectivity with partner agencies and service providers
      c. Monitors & manages remote resource access
      d. Manages and maintains all interior LAN hardware
      e. Maintains LAN connectivity with all city facilities
      f. Maintains a secure computing environment through best practices hardware/software configuration
      g. Monitors LAN & WAN performance to maintain optimal performance
      h. Troubleshoot and repair LAN & WAN hardware & software systems
      i. Specify and deploy new LAN&WAN infrastructure
   b. Server Infrastructure & Supporting Systems
      a. Manage & maintain all physical & virtual server operating systems and services delivered by software infrastructure

       b. Specify & deploy new physical & virtual servers with best practice configurations

       c. Manage & maintain all server hardware and supporting SAN, NAS, & UPS systems

       d. Specify & deploy new server hardware and supporting SAN, NAS, & UPS systems

       e. Troubleshoot & repair all server hardware/software and supporting SAN, NAS, & UPS systems

  c. Communications Infrastructure Internal & External

       a. Manage & maintain fixed & mobile voice communication infrastructure

       b. Specify & deploy new fixed & mobile voice communications devices & infrastructure

       c. Manage & maintain electronic messaging (e-mail...ect.) infrastructure

       d. Specify & deploy new electronic messaging (e-mail...ect.) infrastructure

  d. Systems Access & Data Management

       a. Manage & maintain network user accounts including application\data access

       b. Manage & maintain data backups including disaster recovery & business continuity plans

  e. Software Application Infrastructure

       a. Manage, maintain & upgrade all local and network deployed software within vendor recommendations and best practices

       b. Specify & deploy new application packages required for operational excellence

3. Serve as a project manager for assigned technology including development and maintenance of project plans; schedules; and issues lists; staff and vendor resource coordination, documentation of process and results.

4. Maintain technology skill relevance for current market available software and hardware. Develop skills on new and emerging technologies

5. Share in the responsibility of help desk support as needed, and fulfills other duties when assigned.

6. Contributes to the development and implementation of long-term plans, goals and objectives to achieve city technology priorities.

7. Remains up-to-date with new equipment and technical developments in the field of computer technology.

8. Provides help desk and user support as needed, and fulfills other duties when assigned.

9. Contributes to the development and implementation of long-term plans, goals and objectives to achieve City technology priorities.

SKILLS AND EXPERIENCE:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered)

1) Job Preparation:

   a) Education:

      Graduate of a Two (2) year technical college with a degree in Information Technology. Microsoft Certified Systems Engineer/Administrator (MCSE/MCSA) certification preferred. Any combination of education and experience that clearly demonstrates the employee's ability to successfully perform the tasks of the position will be considered.

   b) Administrative Level Knowledge:

      Administrative level knowledge of hardware, software, and information technology practices, principals, policies, and techniques used for the delivery, monitoring, licensing and compliance, documentation, tracking, and support of enterprise-wide, workgroup, and desktop systems, applications, solutions, and tools, in the following functional areas:

      - Server and desktop operating systems;
      - Network, remote access, and network security systems;
      - Database, Internet, and Email systems;
      - Office productivity products;
      - Telecommunication systems;
      - File and data storage, backup and recovery systems;
      - Project planning, Project management, & Vendor management
      - Hardware, software, and infrastructure installation, configuration, upgrades, patching, and maintenance.

- Hardware, software, and infrastructure installation, configuration, upgrades, patching, and maintenance.

c) Experience:

Four (4) years or more and current demonstrable experience as a Senior Network and Systems Technician on a medium size or larger network of servers, desktop systems, storage, telecommunications, and network devices, systems, and solutions, using current technologies.

2) Supervision:

Received: Work is performed (often highly independently) under the direction of the CTO who communicates broad policies and assigned activities. Work is reviewed for effectiveness, results obtained, and conformance with identified expectations, and established rules and regulations.

Exercised: Requires excellent communication skills.   Must have the demonstratable ability to effectively and collaboratively meet the operational needs of the City and the Information Services Department.

3) Communication:

Oral and written communication must occur on a regular basis (daily, after hour and weekend, emergency, and more often if needed.) Relationships that must be maintained include direct communication with all City staff, vendors and other computer technology groups. May also be required to provide information orally and in writing to members of the City Council and City Management team.

4) Cognitive Functions:

An employee in this position needs to successfully recognize and define technical problems. Alternative solutions must be considered and short and long term action plans must be developed and sequenced.

Decisions most often made in the course of duty may have significant impact to operational capacity and performance.

5) Working Conditions:

- Normal office work environment.   Occasional heavy lifting is required of this position.

- Work schedule is usually normal business hours.   Additional evening and weekend work hours may be frequently required.

6) Resource Accountability:

Must safeguard and maintain network securities, licenses, and inventories of all City hardware and software and is responsible for ensuring the safeguarding of all computer operating systems. Must exercise cost effective use of city resources.

The job classification description does not constitute and employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.